

NC Department of Health and Human Services

Division of **Medical Assistance**



Mercer Report: Consumer Focus Groups on MCO Performance Measures

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Consumer Focus Groups on Performance Measures

- DMA engaged Mercer Government Human Services Consulting (Mercer) to conduct consumer focus groups on MCO Performance Measures (service outcomes)
- 6 sessions
- I/DD and MH/SA groups (separate)
- Asheville, Greensboro, Beulaville
- DRAFT report: initial report to DWAC

Consumer Focus Groups on Performance Measures

Participants

- people who have lived experience with I/DD or MH/SA
- family members
- CFAC members
- DWAC members
- advocates
- Two Mercer facilitators conducted each session
- The guiding themes of the sessions:
 - No wrong ideas
 - What directions do you believe the system of care should be going?
 - What is going well
 - What needs to be improved
 - Recommendations for the MH/SA/IDD system

Performance Measure Recommendations from IDD Group

- **Care Coordination**
 - ratio of care coordinators to recipients
 - Continuity of care during transition from case manager to care coordinator
- **I/DD stakeholder participation**
 - Number and attendance of individuals with I/DD and their family members on the LME-MCO CFACs
- **Responsiveness and consistency of LME-MCO staff communications**
 - Number of LME-MCO staff successfully trained on covered services
 - Telephone response times
 - Staff courtesy and responsiveness (via customer survey)
 - Number of individuals receiving services and those who leave services pre- and post- waiver implementation
 - Number and types of complaints grievances and appeals

Performance Measure Recommendations from IDD Group

- **Individual measures of success**
 - socialization experiences
 - meaningful daytime experience
 - physical activity
 - Living where they want to
- **Person Centered Planning (what is important)**
 - Individualized and realistic goals that reflect the person's skills and abilities
 - Assigned medical home
 - Evidence of review of prescribed medication interactions for physical and I/DD health
 - Inclusion of crisis plan that reflects the person's life circumstances

MH/SA Performance Measure Recommendations:

- **Provider Network Adequacy**
 - Availability of provider choices (at least two providers)
 - Timeliness of appointments (urgent within seven days and access to a second appointment following initial intake)
 - First Responders interventions during crisis episodes
 - Time to next appointment following a crisis (re-engagement)
 - Frequent utilization of EDs, hospitals and other crisis services (individual)
 - Use of EBPs by trained/certified clinicians
 - Use of Fidelity measures that match EBPs

MH/SA Performance Measure Recommendations:

- **Service Delivery**
 - Over- and under-utilization of covered services
 - Treatment completion rates
 - Poly-pharmacy measures (e.g. number of medications prescribed, medication interaction review)
 - Coordination between primary care and BH providers on treatment planning/follow-up
 - Outcomes Measurement
 - NC-TOPPS data sets on satisfaction, outcomes and quality of life items
- **NCTOPPS Data**
 - Satisfaction
 - Quality of life

MH/SA Performance Measure Recommendations:

- **Recovery Approach to Treatment**
 - Number of certified peer specialist and family support partners in all levels of the system
 - Number of clinicians by provider trained and tested in recovery principles
 - Number of LME-MCO top leaders and staff trained (and tested) on recovery principles
 - Use of Recovery Oriented Systems Indicators (ROSI) via consumer satisfaction teams

Consumer Focus Groups: Next Steps

- Finalize Mercer report
- Recommendations on outcome measures
 - Measurable
 - Coordinated with DWAC subcommittee on outcome measures